TRICARE

for the Special Needs Family Member

Carmen DeLeon-Dingman BSN, RN
Nurse Consultant-Case Management
Special Needs/Wounded Ill & Injured Support
TRICARE Regional Office - South

Today's Agenda

- TRICARE Overview
- Extended Care Health Option (ECHO)
- Autism Demonstration
- Family Member Program
- Resources

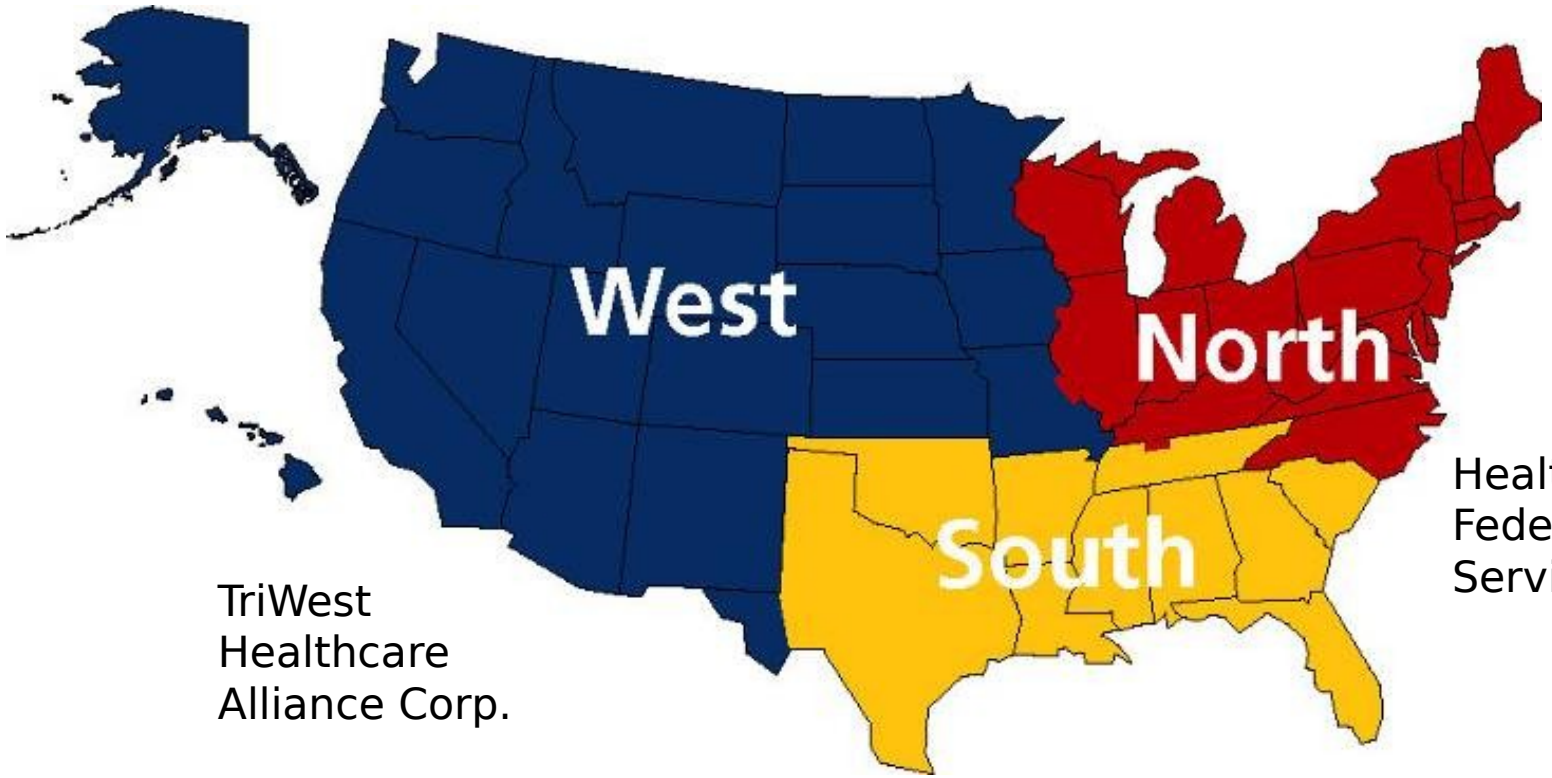
What is TRICARE?

TRICARE is…

… the **health care program** supporting active duty service members, National Guard and Reserve members, retirees, family members, survivors, and certain former spouses worldwide.

… a **network of military and civilian health care professionals** working together to foster, protect, sustain, and restore health for those entrusted to their care.

TRICARE Stateside Regions

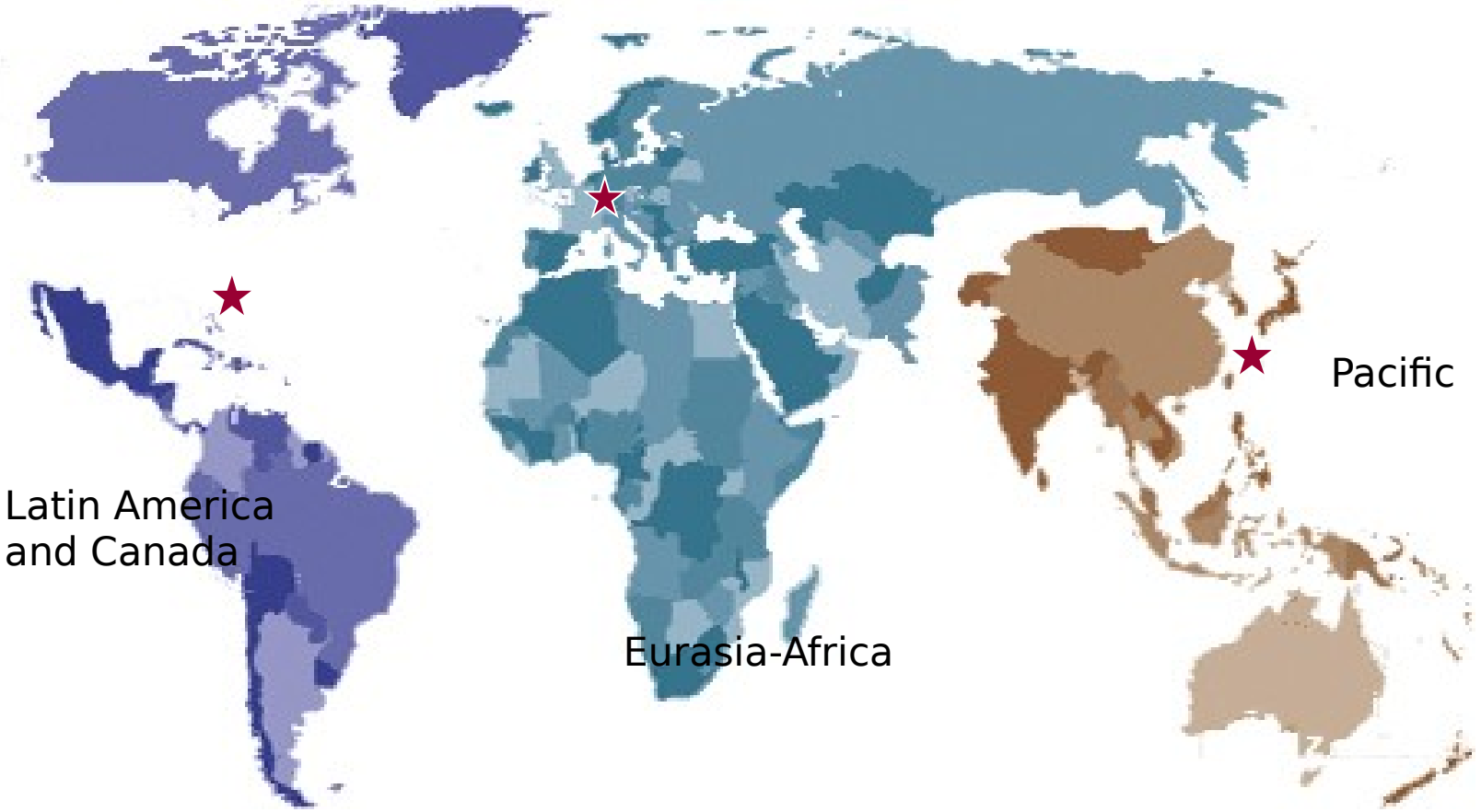


TriWest Healthcare Alliance Corp.

Health Net Federal Services, LLC

Humana Military Healthcare Services, Inc.

TRICARE Overseas Region



Defense Enrollment Eligibility Reporting System (DEERS)

- Worldwide database of personnel information
- Service branch determines eligibility
- Uniformed services identification (ID) card-issuing facility: www.dmdc.osd.mil/rsl/owa/home
- Update your DEERS information:
  - Online: www.tricare.mil/DEERS
  - By Phone: 1-800-538-9552

Transitional Health Care Coverage

- Helps with the transition back to civilian life
- Programs available for those who are eligible:
  - Transitional Assistance Management Program (TAMP)
  - Continued Health Care Benefit Program (CHCBP)
  - May be eligible for TRICARE Reserve Select (TRS)
- Active Duty coverage ends on the last day of active duty
- Service member may be eligible for VA benefits

TAMP

- Activated in support of a Contingency Operation
- 180 days of transitional health care benefits
- Begins the day after separation from active duty or demobilization
- Must re-enroll in PRIME
- Coverage the same as if on active duty for sponsor and family members

TRICARE Reserve Select

- Available for those in the Selected Reserve
- **Excluded** if eligible for the Federal Employees Health Benefit Plan
- Family members are eligible
- Available after TAMP ends
- Delivers TRICARE Standard or Extra coverage
  - Has premium payments
- **NOT** eligible for ECHO benefits

Continued Health Care Benefit Program (CHCBP)

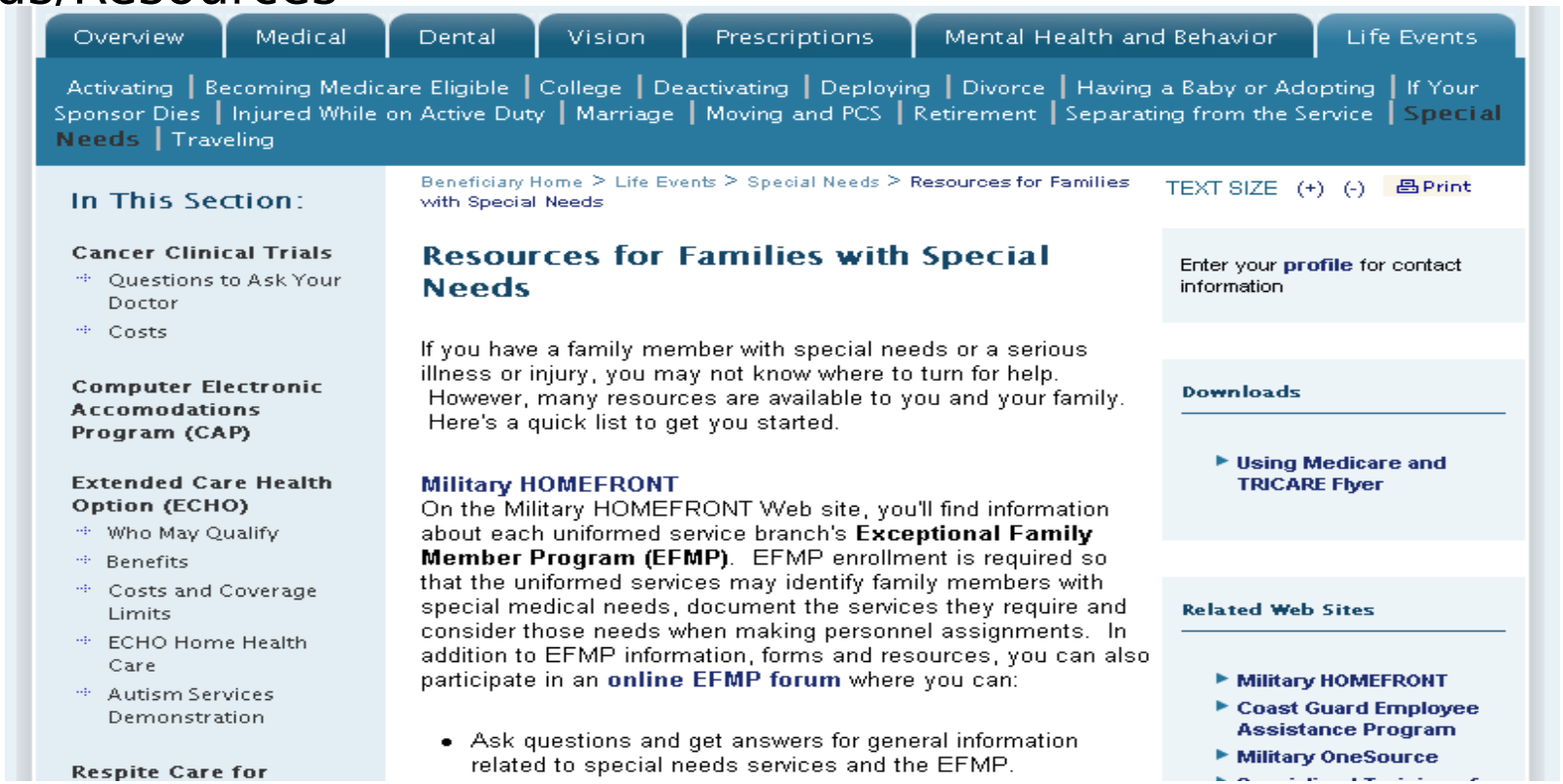
- Temporary, transitional health care coverage
- Available immediately after TRICARE coverage ends
- Similar to TRICARE Standard or Extra
  - Has premium payments
- Enrollment must occur within 60 days after TRICARE or TAMP ends
- Available for up to 18 months after previous coverage ends

Serving Those with Special Needs

- TRICARE's basic benefit covers those with special needs
  - Physical Therapy, Occupational Therapy, Speech Therapy
  - Durable Medical Equipment
    - Wheel chair and lift
  - Behavioral Health Services
  - Clinical Cancer Trials
  - Hospice

Special Needs Resources Web Page

- http://www.tricare.mil/mybenefit/home/LifeEvents/SpecialNeeds/Resources


Overview
Medical
Dental
Vision
Prescriptions
Mental Health and Behavior
Life Events
Activating | Becoming Medicare Eligible | College | Deactivating | Deploying | Divorce | Having a Baby or Adopting | If Your Sponsor Dies | Injured While on Active Duty | Marriage | Moving and PCS | Retirement | Separating from the Service | Special Needs | Traveling
In This Section:
Cancer Clinical Trials
Questions to Ask Your Doctor
Costs
Computer Electronic Accomodations Program (CAP)
Extended Care Health Option (ECHO)
Who May Qualify
Benefits
Costs and Coverage Limits
ECHO Home Health Care
Autism Services Demonstration
Respite Care for
Beneficiary Home > Life Events > Special Needs > Resources for Families with Special Needs
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Resources for Families with Special Needs
If you have a family member with special needs or a serious illness or injury, you may not know where to turn for help. However, many resources are available to you and your family. Here's a quick list to get you started.
Military HOMEFRONT
On the Military HOMEFRONT Web site, you'll find information about each uniformed service branch's Exceptional Family Member Program (EFMP). EFMP enrollment is required so that the uniformed services may identify family members with special medical needs, document the services they require and consider those needs when making personnel assignments. In addition to EFMP information, forms and resources, you can also participate in an online EFMP forum where you can:
Ask questions and get answers for general information related to special needs services and the EFMP.
Enter your profile for contact information
Downloads
Using Medicare and TRICARE Flyer
Related Web Sites
Military HOMEFRONT
Coast Guard Employee Assistance Program
Military OneSource

Special Needs Page

- http://www.tricare.mil/mybenefit/home/LifeEvents/Speci
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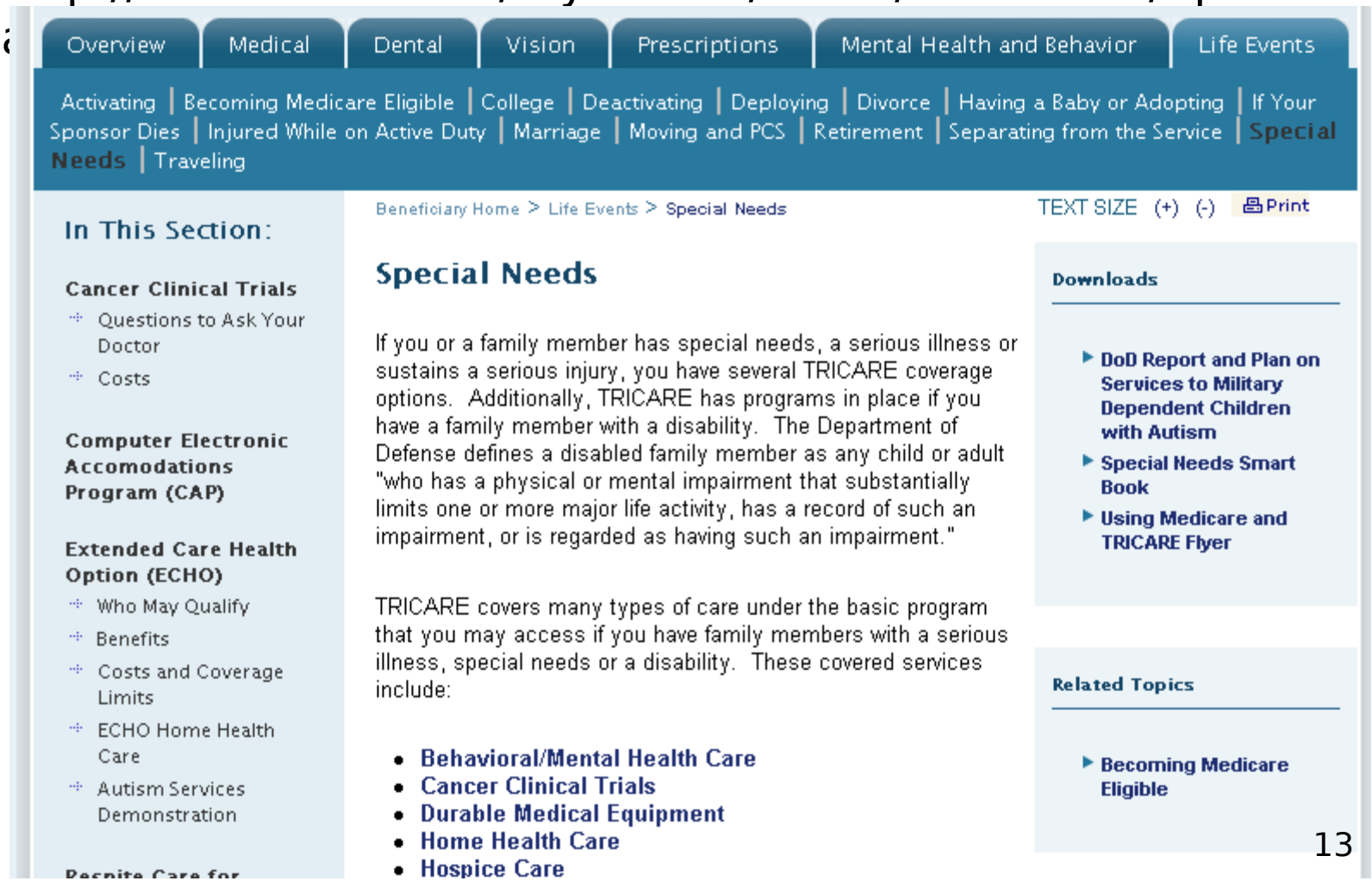
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Beneficiary Home > Life Events > Special Needs
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Special Needs
If you or a family member has special needs, a serious illness or sustains a serious injury, you have several TRICARE coverage options. Additionally, TRICARE has programs in place if you have a family member with a disability. The Department of Defense defines a disabled family member as any child or adult "who has a physical or mental impairment that substantially limits one or more major life activity, has a record of such an impairment, or is regarded as having such an impairment."
TRICARE covers many types of care under the basic program that you may access if you have family members with a serious illness, special needs or a disability. These covered services include:
Behavioral/Mental Health Care
Cancer Clinical Trials
Durable Medical Equipment
Home Health Care
Hospice Care
Downloads
DoD Report and Plan on Services to Military Dependent Children with Autism
Special Needs Smart Book
Using Medicare and TRICARE Flyer
Related Topics
Becoming Medicare Eligible

Programs for Family Members with Special Needs

TRICARE

TRICARE Prime **TRICARE Standard**

Extended Health Care Option

(ECHO)

ECHO Case Management

ECHO Home Health Care

Enhanced Access to Autism Services

Extended Care Health Option (ECHO)

- ECHO is a TRICARE benefit as defined by:

  TITLE 32 *NATIONAL DEFENSE CIVILIAN HEALTH AND MEDICAL PROGRAM OF THE UNIFORMED SERVICES, 199.5*

- Supplements the TRICARE basic program

- Available ONLY to active duty family members (including activated Reservists & those on TAMP)

ECHO Benefits

- Provides financial assistance to beneficiaries with qualifying conditions like; moderate to severe mental retardation, serious physical disability, physical or psychological condition that causes the beneficiary to be homebound or special education related to Autism diagnosis

- Government cost share is limited to $36,000/fiscal year for certain benefits available through ECHO

ECHO

- Sponsor’s cost share based on pay grade regardless of the number of dependents enrolled
- ECHO benefit authorization required and must be obtained prior to receiving ECHO services
- Defense Enrollment Eligibility Reporting System (DEERS) will need to be updated and will be used to verified eligibility in ECHO

ECHO

- ECHO is a voluntary program requiring enrollment through the regional Managed Care Support Contractor (MCSC)
- Registration in ECHO requires a referral to the regional (MCSC) from the Primary Care Manager
- Contact the regional (MCSC) for additional information and assistance

ECHO Benefits

- Assistive services
- Durable equipment
- Expanded in-home medical services
- Medical and rehabilitative services
- In-home respite care services
- Training for assistive technology devices
- Institutional care
- Special education

ECHO Home Health Care

- Skilled services for homebound beneficiaries:
  - Skilled nursing care
  - Therapy
  - Social services
  - Training
  - Medical supplies
  - Respite care
- Eligibility determined by Primary Care Manager or attending physician
- Coverage cap: Maximum amount TRICARE would pay for Skilled Nursing Facility
- Must be a Medicare certified agency

ECHO Home Health Benefits

- **ECHO Home Health Care**
  - Not limited to part time or intermittent
  - Capped by cost, not by hours
  - Skilled Nursing Facility reimbursement rate
  - Must be a Medicare certified agency
- **EHHC Respite Care**
  - 8 hrs./day, 5 days per week
  - Eligible beneficiary requires frequent interventions (requires training by medical personnel-but doesn't have to be "skilled" interventions)
  - "Sleep benefit"

Contact the MCSC for more information

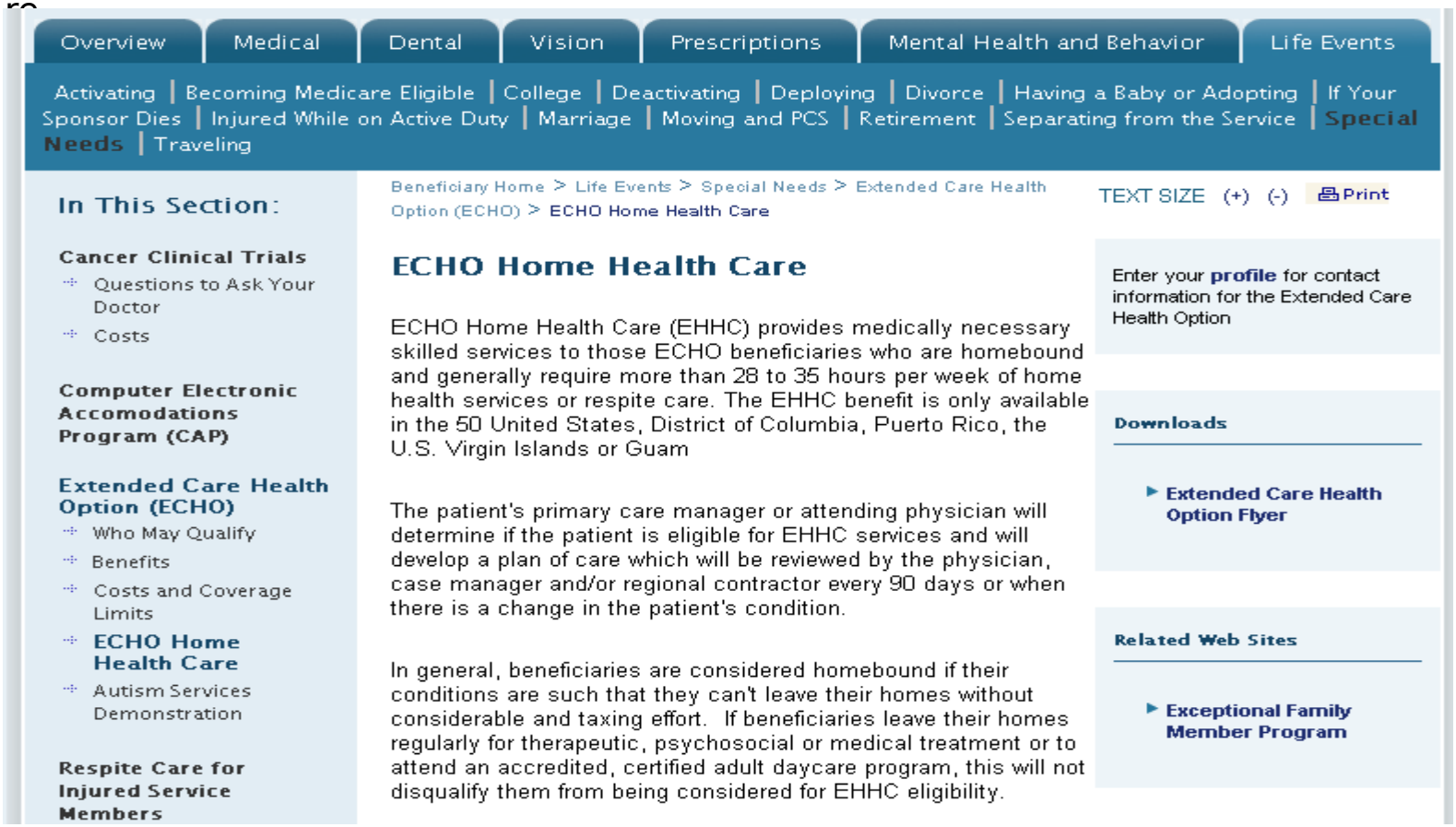
ECHO Home Health Benefits (cont)

- **ECHO Respite Care**
  - 16 hrs/month break for primary caregivers
  - Can ONLY be used in a month when another ECHO benefit is being received
  - “Dinner & a Movie” benefit

Contact the MCSC for more information

ECHO Web Page

- http://www.tricare.mil/mybenefit/home/LifeEvents/SpecialNeeds/ECHO/HomeHealthCare



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- Questions to Ask Your Doctor
- Costs

Computer Electronic Accomodations Program (CAP)

Extended Care Health Option (ECHO)
- Who May Qualify
- Benefits
- Costs and Coverage Limits
- ECHO Home Health Care
- Autism Services Demonstration

Respite Care for Injured Service Members

Beneficiary Home > Life Events > Special Needs > Extended Care Health Option (ECHO) > ECHO Home Health Care

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ECHO Home Health Care

ECHO Home Health Care (EHHC) provides medically necessary skilled services to those ECHO beneficiaries who are homebound and generally require more than 28 to 35 hours per week of home health services or respite care. The EHHC benefit is only available in the 50 United States, District of Columbia, Puerto Rico, the U.S. Virgin Islands or Guam

The patient's primary care manager or attending physician will determine if the patient is eligible for EHHC services and will develop a plan of care which will be reviewed by the physician, case manager and/or regional contractor every 90 days or when there is a change in the patient's condition.

In general, beneficiaries are considered homebound if their conditions are such that they can't leave their homes without considerable and taxing effort. If beneficiaries leave their homes regularly for therapeutic, psychosocial or medical treatment or to attend an accredited, certified adult daycare program, this will not disqualify them from being considered for EHHC eligibility.

Enter your **profile** for contact information for the Extended Care Health Option

Downloads

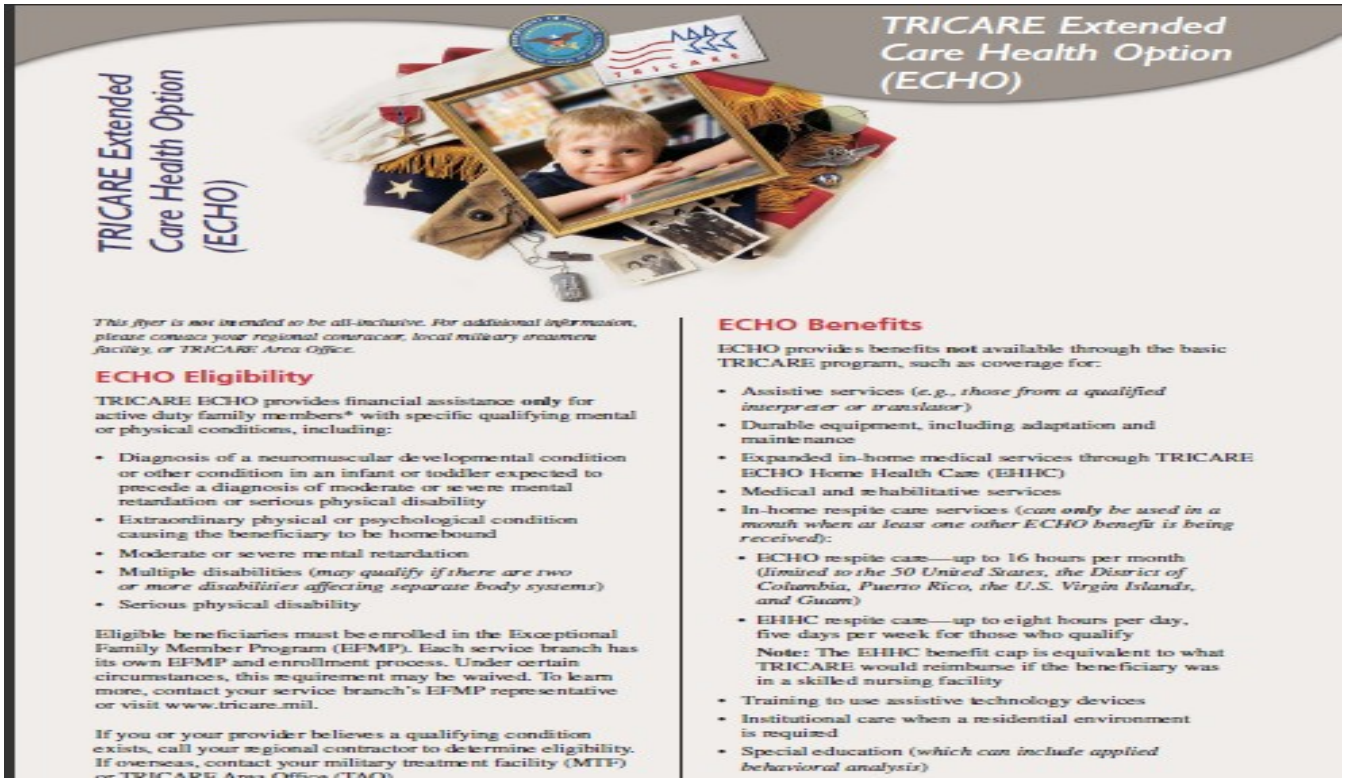
- Extended Care Health Option Flyer

Related Web Sites

- Exceptional Family Member Program

ECHO Flyer

http://www.tricare.mil/tricaresmart/default.aspx
http://www.tricare.mil/tricaresmart/product.aspx?id=732



TRICARE Extended Care Health Option (ECHO)

TRICARE Extended Care Health Option (ECHO)

This flyer is not intended to be all-inclusive. For additional information, please contact your regional contractor, local military treatment facility, or TRICARE Area Office.

ECHO Eligibility

TRICARE ECHO provides financial assistance **only** for active duty family members* with specific qualifying mental or physical conditions, including:

- Diagnosis of a neuromuscular developmental condition or other condition in an infant or toddler expected to precede a diagnosis of moderate or severe mental retardation or serious physical disability
- Extraordinary physical or psychological condition causing the beneficiary to be homebound
- Moderate or severe mental retardation
- Multiple disabilities (*may qualify if there are two or more disabilities affecting separate body systems*)
- Serious physical disability

Eligible beneficiaries must be enrolled in the Exceptional Family Member Program (EFMP). Each service branch has its own EFMP and enrollment process. Under certain circumstances, this requirement may be waived. To learn more, contact your service branch's EFMP representative or visit www.tricare.mil.

If you or your provider believes a qualifying condition exists, call your regional contractor to determine eligibility. If overseas, contact your military treatment facility (MTF) or TRICARE Area Office (TAO).

ECHO Benefits

ECHO provides benefits **not** available through the basic TRICARE program, such as coverage for:

- Assistive services (*e.g., those from a qualified interpreter or translator*)
- Durable equipment, including adaptation and maintenance
- Expanded in-home medical services through TRICARE ECHO Home Health Care (EHHC)
- Medical and rehabilitative services
- In-home respite care services (*can only be used in a month when at least one other ECHO benefit is being received*):
  - ECHO respite care—up to 16 hours per month (*limited to the 50 United States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, and Guam*)
  - EHHC respite care—up to eight hours per day, five days per week for those who qualify

  Note: The EHHC benefit cap is equivalent to what TRICARE would reimburse if the beneficiary was in a skilled nursing facility
- Training to use assistive technology devices
- Institutional care when a residential environment is required
- Special education (*which can include applied behavioral analysis*)

Enhanced Access to Autism Services

- Allows greater access to Educational Interventions for Autism Spectrum Disorders (EIA)
- Services provided by Educational Intervention Providers:
  - EIA Supervisors
  - EIA Tutors
- Referral required
- Services count toward $36,000/fiscal year maximum

Autism Demonstration Project

- DEMO will permit TRICARE reimbursement for Educational Intervention for those diagnosed with Autism Spectrum Disorders (ASD)*
- DEMO does not supersede medical management of beneficiary or eligibility for benefit under the ECHO program
- DEMO participation is voluntary and requires referral to MCSC from Primary Care Provider
- Child must be 18 months or older and have a ASD Diagnosis
- If AD Sponsor moves to another region, contact the MCSC as soon as possible to ensure a smooth transition of ECHO benefits at the new duty location

Contact the MCSC for more information

Exceptional Family Member Program

- Enrollment in EFMP required if available through branch of service
- EFMP enrollment will be waived if not available through branch of service
- Documentation needed (DD2792 & 2792-1)

Contact the MCSC for more information

Family Member Program Key Functions

- Family support
  - Medical
  - Education
  - Housing
- Assignment coordination
  - Mandatory enrollment per Branch of Service
  - Considers family member needs during assignment

Key Players in Special Needs Coordination

- Family
- Primary Care Manager or Provider
  - Primary Contact for care
- Managed Care Support Contractor (MCSC) Case Manager
  - Medical Management
  - Care Coordination & Collaboration
- ECHO Case Manager
  - Collaboration & Communication
  - Extension of Medical Management

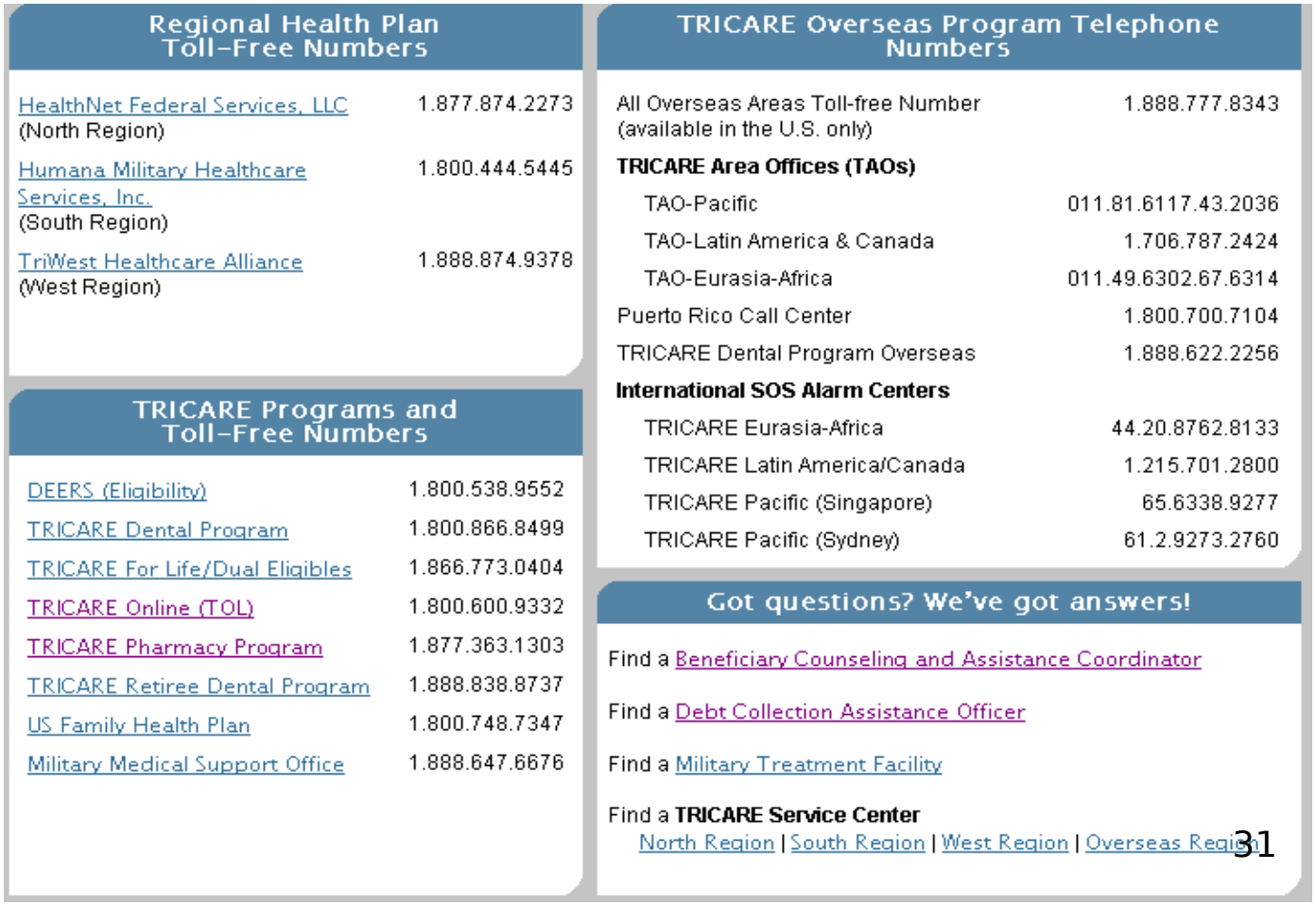
Key Players in Special Needs Coordination (Cont.)

- TRICARE Regional Office Nurse Consultant
  - Liaison between MTF, beneficiary, MCSC and TMA
  - Oversees contractual requirements of the MCSC

- TRICARE–Overseas
  - TRICARE Area Office facilitates ECHO registration and assists with program information
  - MTF Case Manager facilitates care coordination

Resources

- Contact information for regional/overseas program offices, find an MTF and TSC http://www.tricare.mil/contactus/



Regional Health Plan Toll-Free Numbers

HealthNet Federal Services, LLC (North Region)	1.877.874.2273
Humana Military Healthcare Services, Inc. (South Region)	1.800.444.5445
TriWest Healthcare Alliance (West Region)	1.888.874.9378

TRICARE Programs and Toll-Free Numbers

DEERS (Eligibility)	1.800.538.9552
TRICARE Dental Program	1.800.866.8499
TRICARE For Life/Dual Eligibles	1.866.773.0404
TRICARE Online (TOL)	1.800.600.9332
TRICARE Pharmacy Program	1.877.363.1303
TRICARE Retiree Dental Program	1.888.838.8737
US Family Health Plan	1.800.748.7347
Military Medical Support Office	1.888.647.6676

TRICARE Overseas Program Telephone Numbers

All Overseas Areas Toll-free Number (available in the U.S. only)	1.888.777.8343
TRICARE Area Offices (TAOs)	
TAO-Pacific	011.81.6117.43.2036
TAO-Latin America & Canada	1.706.787.2424
TAO-Eurasia-Africa	011.49.6302.67.6314
Puerto Rico Call Center	1.800.700.7104
TRICARE Dental Program Overseas	1.888.622.2256
International SOS Alarm Centers	
TRICARE Eurasia-Africa	44.20.8762.8133
TRICARE Latin America/Canada	1.215.701.2800
TRICARE Pacific (Singapore)	65.6338.9277
TRICARE Pacific (Sydney)	61.2.9273.2760

Got questions? We've got answers!

Find a Beneficiary Counseling and Assistance Coordinator

Find a Debt Collection Assistance Officer

Find a Military Treatment Facility

Find a **TRICARE Service Center**
North Region | South Region | West Region | Overseas Region

TRICARE Regional Offices

- **TRICARE Regional Office—South**
  (210) 292–3207
  www.tricare.mil/trosouth
  Nurse Consultant: Ms. DeLeon-Dingman

- **TRICARE Regional Office—North**
  (703) 588–1839
  www.tricare.mil/tronorth
  Nurse Consultant: Ms. Bradish

- **TRICARE Regional Office—West**
  (619) 236–5356
  www.tricare.mil/trowest
  Nurse Consultant: Ms. Wertz

TRICARE Information and Assistance

Regional Contractors

TRICARE North Region
Health Net Federal Services
1-877-TRICARE (1-877-874-2273)
www.healthnetfederalservices.com

TRICARE South Region
Humana Military Healthcare Services
1-800-444-5445
www.humana-military.com

TRICARE West Region
TriWest Healthcare Alliance
1-888-TRIWEST (1-888-874-9378)
www.triwest.com

General Information

TRICARE Web site:
www.tricare.mil

Special Needs:
www.tricare.mil/specialneeds

Locate an MTF:
www.tricare.mil/mtf

Overseas information:
www.tricare.mil/overseas

Connect with TRICARE Online!

www.tricare.mil/mediacenter

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THANK YOU